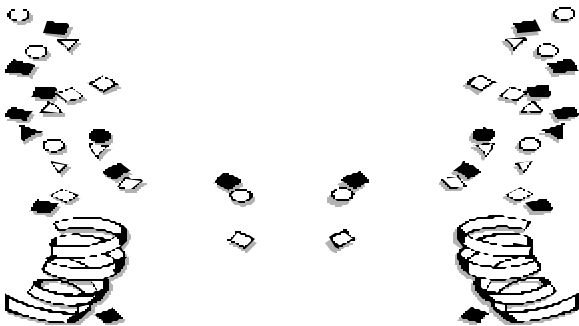


INS San Jose News

May 2000

San Jose Launches Quarterly Newsletter

You are now reading the inaugural edition of *INS San Jose News*. We hope to publish this document once a quarter to keep the public fully informed of the work of the INS San Jose office. We will feature staffing news, a calendar of upcoming events, frequently asked questions, and customer service innovations. You will be able to find new additions of *INS San Jose News* at the San Jose office, at community meetings, and on the Internet. Enjoy!



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INS San Jose Customers Can Check Status of Case by Fax

Tired of waiting in line to check the status of your case? In March, the INS San Jose office unveiled a fax status inquiry service for customers with pending N-400 (citizenship) or I-485 (adjustment of status) applications. Simply fax information about your particular case to the INS office at 408-918-3947, and we will provide a faxed or written response.

You may send us a fax to inquire about the status of your case only if you live in the San Jose service area (San Benito, Santa Clara, Santa Cruz, and Monterey counties) and meet one of the following conditions:

- You filed your N-400 citizenship application *more* than two years ago.
- You had a citizenship interview *more* than six months ago and you haven't heard from INS.
- You filed an I-485 family-based adjustment of status application *more* than 2 ½ years ago.

Information to Include in Your Fax

- | | |
|--|--------------------|
| • Name | • A-Number |
| • Current Address | • Telephone Number |
| • Fax Number | • Interview Date |
| • Type of Application You Filed (I-485 or N-400) | |
| • Date Application was Filed | |

INS Appoints First-Ever Director of Benefits

Frazier and Hackbarth Join the San Jose Team

Denise Frazier became the Immigration and Naturalization's first Director of Benefits when she began work in San Jose on January 3, 2000. Joseph Hackbarth also broke new ground as the Service's first Deputy Director of Benefits when he joined the San Jose Team on February 14, 2000.

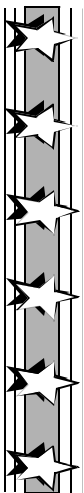
In the past, an Officer-in-Charge headed both the enforcement and benefits divisions of the office. However, San Jose implemented a new management structure in July 1999 as a component of its customer service pilot project. The new Director and Deputy Director of Benefits supervise all service functions of the office, such as processing adjustment of status applications or conducting citizenship interviews. The enforcement branch of the office, which conducts investigations and enforces immigration laws, now reports directly to the INS San Francisco District Office.

Frazier has worked for INS for 13 years. She began her career in March 1987 as an Applications Clerk at the Western Adjudications Center (now known as the California Service Center). In December 1988 Frazier was promoted to the position of Center Adjudications Officer. She was subsequently promoted to Supervisory Center Adjudications Officer in April, 1997. In 1999, she arrived at the INS San Francisco District Office and became a Supervisory District Adjudications Officer.

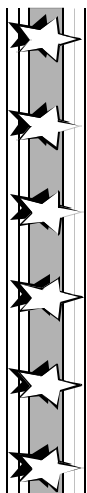
Hackbarth joined INS in 1993 as an Applications Adjudicator at the California Service Center. In 1994, he was hired as an Adjudications Officer at the Service Center. Before coming to San Jose, he was recognized for his organizational talent and spent three years working on management and backlog reduction issues at INS Headquarters in Washington, DC.



Volunteer Opportunities - Welcome Our Newest Citizens



INS holds two citizenship ceremonies a month. At each ceremony, we welcome approximately 1,600 new U.S. citizens! If you would like to be a volunteer usher at one of the citizenship ceremonies listed below, please e-mail us at volunteer-snj@usdoj.gov.



May 24, 7:30 AM & 12:30 PM

June 21, 7:30 AM & 12:30 PM

July 5, 7:30 AM & 12:30 PM

August 2, 7:30 AM & 12:30 PM

September 6, 7:30 AM & 12:30 PM



CALENDAR OF EVENTS

All events take place in the INS Community Outreach Room at 1887 Monterey Road, San Jose, CA 95112. Workshops are free and open to the public. Please call 408-918-3986 for reservations.

Workshops

Green Card Renewal & Travel Documents

May 16, 2000 1:00 PM
Presented by INS in English

May 18, 2000 1:00 PM
*Presented by Catholic Charities
in Spanish*

Naturalization – Citizenship

June 6, 2000 1:00 PM
Presented by INS in English

June 29, 2000 1:00 PM
*Presented by Catholic Charities
in Spanish*

Becoming a Permanent Resident

June 8, 2000 1:00 PM
*Presented by CET-
Center for Employment & Training in Spanish*

June 27, 2000 1:00 PM
Presented by INS in English

Customer Service Pilot Project

Spotlight on Open Forum

The INS launched a customer service pilot project at the San Jose Office in the Spring of 1999. The pilot project enables us to test new customer- driven ideas without the usual red tape.

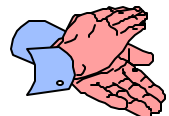
****INS Open Forum****

The INS San Jose Office held its first INS Open Forum on March 28, 2000. At this three-hour event, a panel of representatives from INS and community organizations convened in the INS Community Outreach Room to answer any immigration question posed by the public.

The INS Customer Service Advisory Board, a group composed of INS staff and representatives of community organizations, hatched the Open Forum idea to assist the immigrant community and foster cooperation between INS and the San Jose community.

Approximately 75 people attended the Open Forum. Half of the participants made advance reservations, but the other half simply discovered this Q&A session upon arrival at the San Jose Office. The questions covered topics such as bringing family to the United States, becoming a permanent resident, and naturalization.

The feedback from the community was so positive, that the INS San Jose Office plans to hold another Open Forum.



FREQUENTLY ASKED QUESTIONS: VISITING THE SAN JOSE OFFICE

Q: Where is the office located?

A: The office is located at 1887 Monterey Road near Curtner Avenue. The office is set back from the street, but we are easy to find, because there is a large palm tree in front of the office.

Q: Can I make an appointment to visit the office?

A: No. We see customers on a first-come first-serve basis. At this time, the only appointments we provide are for citizenship and adjustment of status interviews. You can, however, make an appointment to visit our mobile outreach site. (A mobile outreach schedule is available at the office or in the community activities section of the San Jose website.)

Q: Do I have to wait in line if I have a scheduled citizenship or adjustment of status interview?

A: We have a special line for customers who have interviews. You will be ushered into the office as quickly as possible. You should plan on arriving at the office approximately 15 minutes before your scheduled interview.

Q: Do I have to wait in line if I am attending a workshop or other community event?

A: No. We will try to bring you into the building as quickly as possible.

Q: What is a “number” and what does it mean if no more numbers are available for the day?

A: We provide customers with a number if

they need to turn in an application or require complex immigration assistance. The customers wait for their numbers to be called in our waiting room. We provide numbers on a first –come first-serve basis. If we run out of numbers for the day, we can only provide forms and simple information.

Q: Do I have to stand in line if I am pregnant or have a physical disability that makes standing line difficult?

A: We do not want any customer to stand in line if they are physically unable to do so. You may go to the front of the line if you appear in distress or provide a doctor’s excuse detailing why standing in line would be difficult for you.

Q: What if I need to use the restroom while waiting in line?

A: There are no restrooms available outside the building. However, you may approach a security guard and ask to use the restroom inside the building.

Q: Is parking available at the office?

A: Yes. We have a large parking lot that is free for the public.

Q: Is food available at the office?

A: No. There is no food available at the office and there are no vending machines. There are drinking fountains located throughout the office. You may not bring any food or beverages into the building.

Q: Why do the security guards make me leave my pocket knife in my car?

A: The guards are instructed to ask INS customers to leave any objects with a sharp point outside the office. Common objects with sharp points include pocket knives, tweezers, and scissors.

